

PRESS RELEASE



U.S. EMBASSY MADRID, SPAIN

U.S. EMBASSY MADRID LAUNCHES IMPROVED NON-IMMIGRANT VISA APPOINTMENT SYSTEM ON THURSDAY, JULY 11

Beginning Thursday, July 11, the U.S. Embassy in Madrid is introducing a new process for scheduling non-immigrant visa (NIV) appointments that is faster and easier. These improvements will not result in additional costs. However, visa applicants should take note of new contact telephone numbers and website for scheduling visas. According to Counselor for Consular Affairs Kathleen M. Hennessey, "The implementation of this new system is part of our efforts to continually improve our services for our visa applicants."

With this new online process, visa applicants will be able to schedule their appointment online or by phone at no cost. Applicants may schedule online by visiting <http://spain.usvisa-info.com> or by calling a new toll free call center: Spain (+34) 91-123-8866 U.S. 703-439-2364. The website and call center are the only authorized methods to schedule a visa interview. Beginning July 11, visa applicants can access the new website 24 hours a day. The new call center's representatives will also be available to take calls starting July 11. The call center is open as follows (in the Spain/Andorra time zone):

Monday – Friday, 7:00 – 21:00 (from July 11 to September 11, 2013)

Monday—Friday, 7:00 – 19:00 (from September 12 onward)

Local telephone: (+34) 91-123-8866;

From outside Spain 703-439-2364

Skype name: usvisaspain

Please note that the call center will remain closed on all local and U.S. holidays.

The new online appointment system will allow visa applicants to pay online the Machine Readable Visa (MRV) fee to Citibank, using their debit card or making a wire transfer. There is no longer an option to pay cash at a bank service counter. The Machine Readable Visa fees will not change. Payment processes for other related fees (for example, SEVIS or ESTA) will not change.

In addition to scheduling visa appointments, the new process will simplify the return of travel documents to visa applicants securely at no cost. Applicants (or their designated representatives) will be able to pick up their passports with issued visas in person at their local Spanish post office. Document delivery to the Spanish post office is done at no cost to the applicant.

For additional information about applying for non-immigrant visas at U.S. Embassy Madrid, please visit <http://spain.usvisa-info.com>. For information about other types of visas or consular services, please visit the website of the U.S. Embassy in Madrid (<http://spanish.madrid.usembassy.gov/>).

July 10, 2013